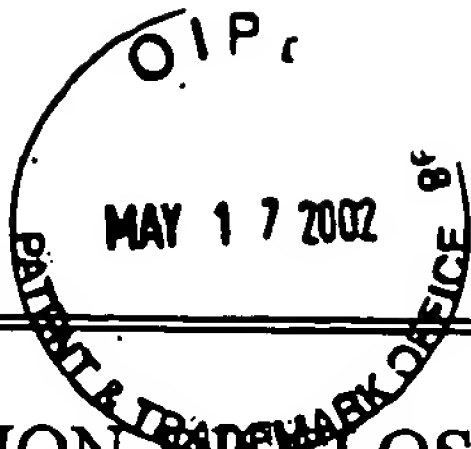


[illegible]

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ATTY. DOCKET NO.
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October 16, 2001GROUP
2152

U.S. PATENT DOCUMENTS

EXAMINER'S INITIALS	PATENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE
BB	5,848,143	12/1998	Andrews et al.			
BB	5,838,682	11/1998	Dekelbaum et al.			
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FOREIGN PATENT DOCUMENTS

EXAMINER'S INITIALS	PATENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	Translation	
						Yes	No
BB	2342529A	4/2000	GB				
BB	2320843A	7/1998	GB				
BB	0820028A2	1/1998	EP				
BB	0838770A2	4/1998	EP				
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BB	"The Product: Vicinity Service," http://www.cobrow.com/pages/products.html
	Neff, Todd, "The Multimedia Contact Center: Corporate Faade or Human Face?" The Fletcher School of Law and Diplomacy, http://citeseer.nj.nec.com/345232.html
EXAMINER	DATE CONSIDERED
BB	2-2-05

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